

Complete Summary

TITLE

Waiting times - clinic: percent of outpatients seen in primary care in the prior 24 months who answer 'yes' to the question, "Did you get an appointment when you wanted one?," on the Survey of Healthcare Experiences of Patients (SHEP) survey.

SOURCE(S)

Office of Quality and Performance (10Q). FY 2005 VHA executive career field network director performance measurement system and JCAHO hospital core measures. Technical manual. Washington (DC): Veterans Health Administration (VHA); 2005 Jan 5. 234 p.

Brief Abstract

DESCRIPTION

This measure assesses the percent of outpatients seen in primary care in the prior 24 months who answer 'yes' to the question, "Did you get an appointment when you wanted one?," on the Survey of Healthcare Experiences of Patients (SHEP) survey.

RATIONALE

Eligibility Reform changes and the new enrollment process have increased the demand for patient care services in the Veterans Health Administration (VHA). Waiting time to receive an appointment is a primary dissatisfier among stakeholders.

PRIMARY CLINICAL COMPONENT

Waiting times; appointment

DENOMINATOR DESCRIPTION

Outpatients seen in primary care in the prior 24 months* who answer 'yes' to the question, "Did you get an appointment when you wanted one?," on the Survey of Healthcare Experiences of Patients (SHEP) survey

*Refer to the original measure documentation for patient cohort description and sampling size strategy.

NUMERATOR DESCRIPTION

The number of patients from the denominator who answer 'yes' to the Survey of Healthcare Experiences of Patients (SHEP) survey question, "Did you get an appointment when you wanted one?"

Evidence Supporting the Measure

PRIMARY MEASURE DOMAIN

Access

SECONDARY MEASURE DOMAIN

Patient Experience

EVIDENCE SUPPORTING THE MEASURE

One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Evidence Supporting Need for the Measure

NEED FOR THE MEASURE

Use of this measure to improve performance
Wide variation in quality for the performance measured

EVIDENCE SUPPORTING NEED FOR THE MEASURE

Office of Quality and Performance (10Q). FY 2005 VHA executive career field network director performance measurement system and JCAHO hospital core measures. Technical manual. Washington (DC): Veterans Health Administration (VHA); 2005 Jan 5. 234 p.

State of Use of the Measure

STATE OF USE

Current routine use

CURRENT USE

External oversight/Veterans Health Administration
Internal quality improvement

Application of Measure in its Current Use

CARE SETTING

Physician Group Practices/Clinics

PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Measure is not provider specific

LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Single Health Care Delivery Organizations

TARGET POPULATION AGE

Unspecified

TARGET POPULATION GENDER

Either male or female

STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

Characteristics of the Primary Clinical Component

INCIDENCE/PREVALENCE

Unspecified

ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

BURDEN OF ILLNESS

Unspecified

UTILIZATION

Unspecified

COSTS

Unspecified

Institute of Medicine National Healthcare Quality Report Categories

IOM CARE NEED

Getting Better
Living with Illness
Staying Healthy

IOM DOMAIN

Patient-centeredness
Timeliness

Data Collection for the Measure

CASE FINDING

Users of care only

DESCRIPTION OF CASE FINDING

Outpatients seen in primary care in the prior 24 months* who answer 'yes' to the question, "Did you get an appointment when you wanted one?," on the Survey of Healthcare Experiences of Patients (SHEP) survey

*Refer to the original measure documentation for patient cohort description and sampling size strategy.

DENOMINATOR SAMPLING FRAME

Patients associated with provider

DENOMINATOR (INDEX) EVENT

Patient Characteristic

DENOMINATOR INCLUSIONS/EXCLUSIONS

Inclusions

Outpatients seen in primary care in the prior 24 months* who answer 'yes' to the question, "Did you get an appointment when you wanted one?," on the Survey of Healthcare Experiences of Patients (SHEP) survey

*Refer to the original measure documentation for patient cohort description and sampling size strategy.

Exclusions

Unspecified

NUMERATOR INCLUSIONS/EXCLUSIONS

Inclusions

The number of patients from the denominator who answer 'yes' to the Survey of

Healthcare Experiences of Patients (SHEP) survey question, "Did you get an appointment when you wanted one?"

Exclusions
Unspecified

DENOMINATOR TIME WINDOW

Time window is a single point in time

NUMERATOR TIME WINDOW

Encounter or point in time

DATA SOURCE

Administrative data and patient survey

LEVEL OF DETERMINATION OF QUALITY

Not Individual Case

PRE-EXISTING INSTRUMENT USED

Unspecified

Computation of the Measure

SCORING

Rate

INTERPRETATION OF SCORE

Better quality is associated with a higher score

ALLOWANCE FOR PATIENT FACTORS

Unspecified

STANDARD OF COMPARISON

Internal time comparison
Prescriptive standard

PRESCRIPTIVE STANDARD

Fiscal Year (FY) 2005 targets for Waiting Times - Clinic: Primary Care SHEP
Established Patients:

- Fully Successful: 83%
- Exceptional: 85%

EVIDENCE FOR PRESCRIPTIVE STANDARD

Office of Quality and Performance (10Q). FY 2005 VHA executive career field network director performance measurement system and JCAHO hospital core measures. Technical manual. Washington (DC): Veterans Health Administration (VHA); 2005 Jan 5. 234 p.

Evaluation of Measure Properties

EXTENT OF MEASURE TESTING

Unspecified

Identifying Information

ORIGINAL TITLE

Waiting times - clinic: primary care SHEP established patients.

MEASURE COLLECTION

[Fiscal Year \(FY\) 2005: Veterans Health Administration \(VHA\) Performance Measurement System](#)

MEASURE SET NAME

[Waiting Times - Clinic](#)

DEVELOPER

Veterans Health Administration

ADAPTATION

Measure was not adapted from another source.

RELEASE DATE

2001 Nov

REVISION DATE

2004 Dec

MEASURE STATUS

This is the current release of the measure.

SOURCE(S)

Office of Quality and Performance (10Q). FY 2005 VHA executive career field network director performance measurement system and JCAHO hospital core measures. Technical manual. Washington (DC): Veterans Health Administration (VHA); 2005 Jan 5. 234 p.

MEASURE AVAILABILITY

The individual measure, "Waiting Times - Clinic: Primary Care SHEP Established Patients," is published in "FY 2005 VHA Performance Measurement System: Technical Manual."

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NQMC STATUS

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